ConneCT Public Dashboard
November 2014

DEPARTMENT OF SOCIAL SERVICES

ConneCT Public Dashboard – November 2014

Self Service

Pre-Screening

85,227

Screenings completed since implementation
5.5% growth from previous month

Online Applications

43,235

Applications submitted since soft launch 10/13
11.6% growth from previous month

MyAccount

97,697

Online client accounts created since implementation 07/08/13
5.4% growth from previous month

Client Information Line

142,783

Client accounts created over the phone since implementation 07/08/13
2.7% growth from previous month

ConneCT Online Status

97%

	Oct-2014	Sep-2014	Aug-2014
Total Hours Available	97%	100%	99%
Full Days Available	99%	100%	96%
Total hours of Interruption	8	0	1

DSS Processing & Outcomes

DSS Work Items

7,120,216

Total Documents Scanned since implementation: 7,120,216

	Oct-2014	Sep-2014	Aug-2014
Incoming	441,223	447,725	463,038
Processed	484,218	470,042	476,146

Service Centers

44,456

	Oct-2014	Sep-2014	Aug-2014
Walk-Ins	44,456	40,572	40,376

Benefits Centers

31,418

Total Calls Answered to Date by Benefit Centers (since 7/1/13): 640,532

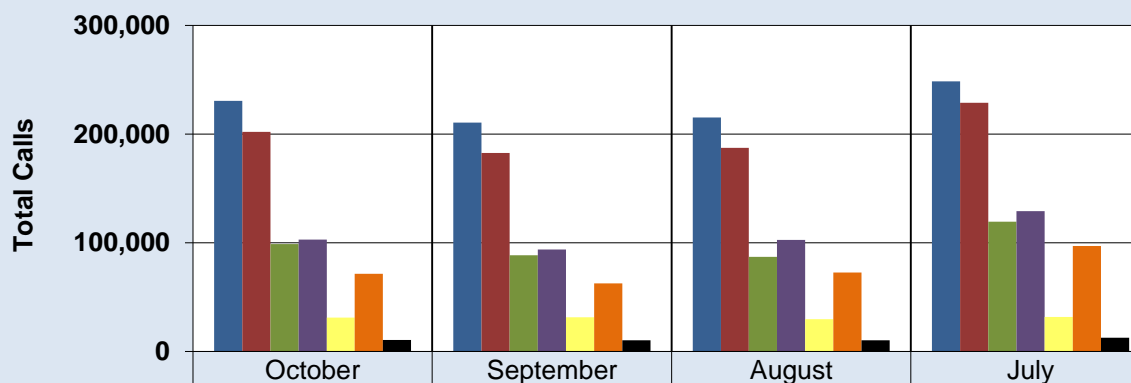|	Oct-2014	Sep-2014	Aug-2014
Average Wait Time *(mins)*	75	66	78
Calls Answered	31,418	31,461	29,965

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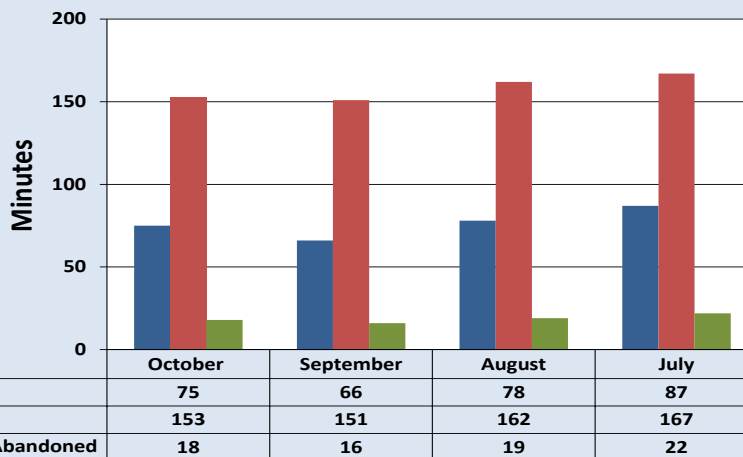### Number of Calls Placed to the Benefits Center: July - October 2014

	October	September	August	July
■ Total Calls to the IVR (24 hours period)	230,668	210,587	215,222	248,683
■ Total Calls to the IVR (Business hours)	202,155	182,693	187,483	228,771
■ Total Calls Resolved by the IVR	99,038	88,489	87,220	119,509
■ Total Calls Transferred to the BC	103,117	93,999	102,619	129,174
■ Calls Answered By the BC	31,418	31,461	29,965	31,925
■ Calls Abandoned in BC Queue	71,685	62,722	72,639	97,218
■ Interviews Conducted	10,842	10,365	10,557	12,669

- Calls placed to the Benefits Center across all DSS programs, including medical, SNAP (Food Stamps), cash assistance

Data as of October 31st, 2014

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Benefits Center Wait/Abandon Times

	October	September	August	July
■ Average Wait Time	75	66	78	87
■ Max Wait in Queue	153	151	162	167
■ Average Time Before Abandoned	18	16	19	22

- The average wait time for those who entered the queue to speak to a worker

Average Talk-Processing Times

	October	September	August	July
Average Talk Time	8.50	7.50	7.37	8.02
Average Processing Time	17.34	15.18	14.12	14.45
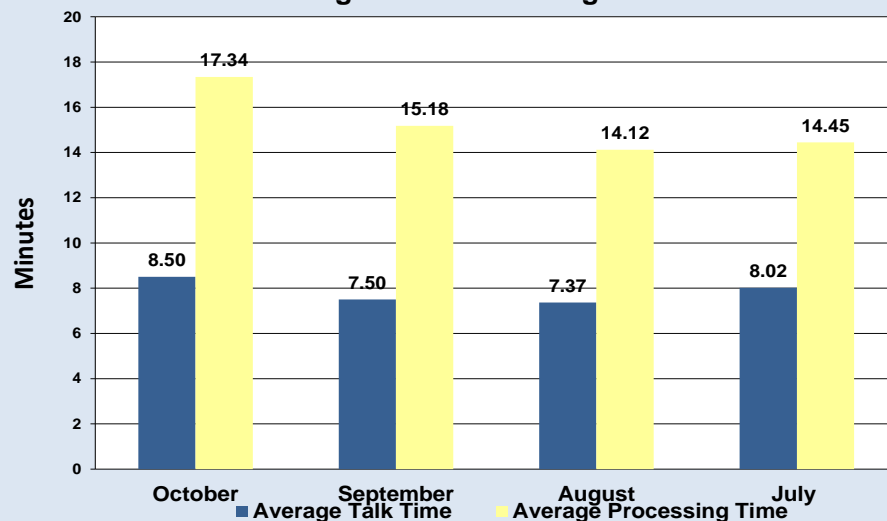
- Average length of time workers talk to caller

- Average length of time workers take to process a case after speaking with caller

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Number of Abandoned Calls/Rates
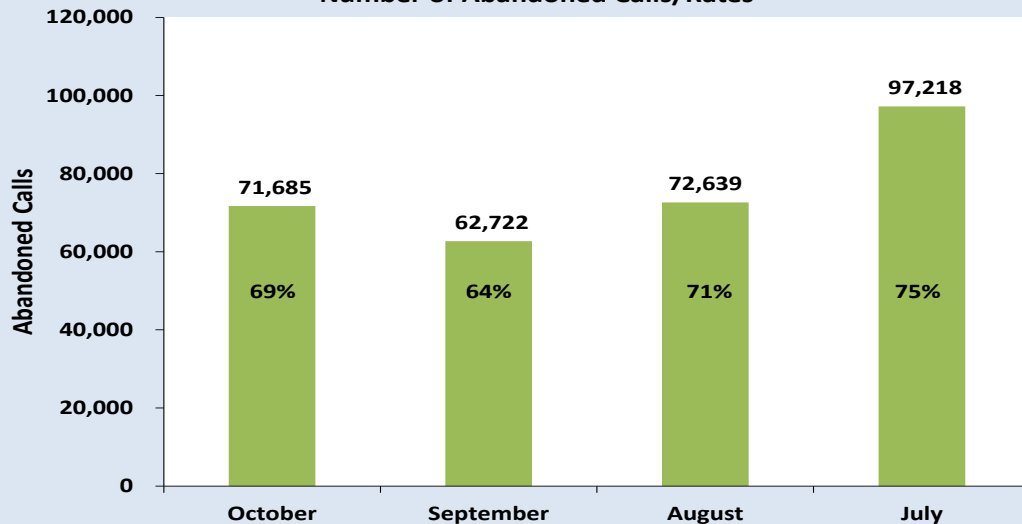
- Calls that entered the queue to speak to a worker but caller disconnected before worker responded

Average Wait Time Before Abandon
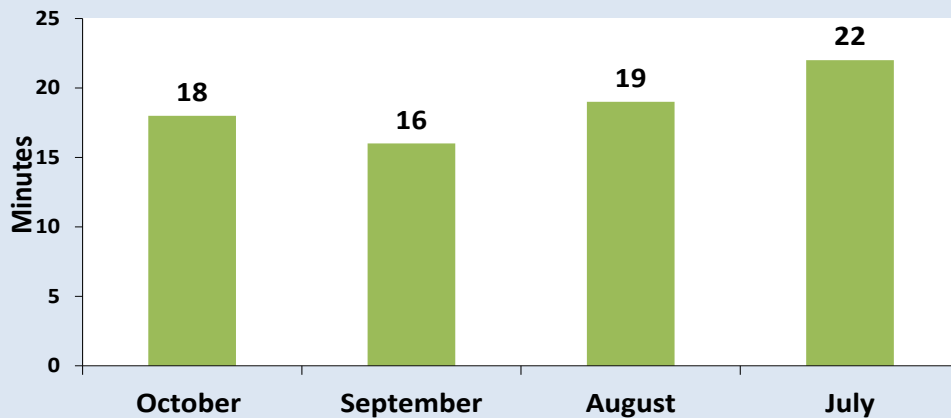
- From the abandoned calls, the average wait time from when the caller entered the queue to speak to a worker until caller hung up before a worker responded

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Benefit Center Activities

- Update Business Processing Guide   07/2014 ✔
- Altura Assessment of Call Back Functionality   08/2014 ✔
- Updated Business Procedures Guide   09/2014 ✔
- Established BC 'Frontline Workgroup'   09/2014 ✔
- Agent Skillset Standardization   09/2014 ✔
- System Training (Managers/Supervisors)   10/2014 ✔
- National Consultant of BC Functionality   10/2014 ✔
- Connecticut Career Trainees (CCT) – Training   11/2014

Thank You